Report to the Community

2021
Froedtert & the Medical College of Wisconsin Health Network

Vision
We will be the trusted leader by transforming health care and connecting communities to the best of academic medicine.

Mission
We advance the health of the people of the diverse communities we serve through exceptional care enhanced by innovation and discovery.

Values

Value People. We treat others with respect, knowing that their feelings, thoughts and experiences are as important as our own.

Work Together. We collaborate across the enterprise to put forward our best.

Act Now. We take action to solve problems and move forward quickly.

Own It. We take full accountability for our decisions, actions and results.

Break Through. We change the future of care with creativity and innovation.

Deliver Excellence. We set the standard that others aspire to by always asking “What more can we do?”

2021 Contributions to the Community

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
<th>Percent</th>
</tr>
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<tbody>
<tr>
<td>Government-Sponsored Health Care</td>
<td>$146,833,140</td>
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<tr>
<td>Health Professions Education</td>
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<td>Financial Assistance</td>
<td>$10,815,630</td>
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<td>Community Health Improvement Services</td>
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<td>Financial and In-Kind Contributions</td>
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<tr>
<td>Research</td>
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<td>Community-Building Activities</td>
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<td>Subsidized Health Services</td>
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<td>Community Benefit Operations</td>
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<td><strong>TOTAL</strong></td>
<td><strong>$266,205,051</strong></td>
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Froedtert & MCW Community Physicians 2021 contributions to the community were $13,234,829.

Financial data, while unique to the Froedtert & MCW health network, is based on reporting methodology similar to that used by Catholic Health Association of the United States for Planning and Reporting Community Benefit. All patient care figures reflect the actual cost of care.

By the Numbers

Froedtert & MCW Health Network

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
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<tbody>
<tr>
<td>Beds</td>
<td>990</td>
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<tr>
<td>Patient Admissions</td>
<td>49,381</td>
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<td>Patient Days of Care</td>
<td>260,970</td>
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<td>Outpatient Visits</td>
<td>1,095,837</td>
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<tr>
<td>Physician Clinic Visits</td>
<td>942,603</td>
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<tr>
<td>Emergency Visits</td>
<td>122,827</td>
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<tr>
<td>Average Daily Census</td>
<td>736</td>
</tr>
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</table>

Intensive Care Units:
- Number of Units: 8
- Number of Beds: 139

- Births: 4,477
- Physicians: 1,655
- Nurses: 3,779
- Staff: 13,795
- Volunteers: 391

Statistics do not include Froedtert South or Holy Family Memorial.
Clinical Innovation

The Froedtert & the Medical College of Wisconsin health network changes the future of health care with Innovation and Clinical Excellence.

NIMBLE App Guides Treatment for Patients With Brain Metastases

Brain metastases are tumors that started elsewhere in the body and spread to the brain; whereas, a primary brain tumor starts in the brain. More than 200,000 patients are diagnosed with brain metastases each year, and the incidence is on the rise. People with brain metastases have diverse prognoses and require complex medical decision-making.

Patients with brain metastases are discussed within the framework of our Brain and Spine Tumor Program’s tumor board, which meets weekly to review each person’s case and determine an appropriate, evidence-based treatment plan. The tumor board includes specialists from neuro-oncology, neurosurgery, radiation oncology, neuro-pathology, neuro-radiology and neuro-psychology.

To help the members of a tumor board convene swiftly and virtually when meeting in person is not an option, our program designed a mobile app based on the complicated protocols involved in treating brain metastases.

Named NIMBLE, which stands for Network for the Integrated Management of Brain Metastases: Linking Experts, the app has three components. One is an educational tool for inpatient and outpatient providers to understand a comprehensive, data-driven algorithm for brain metastases management. Second, it provides a mechanism by which providers can submit a patient for consideration of virtual tumor board discussion, which is encrypted to safeguard patient privacy. Third, the app creates a virtual tumor board that allows providers to communicate in real time to generate a consensus opinion that guides the best possible management of the patient in question.

The goal is to create timely, evidence-based treatment plans while reducing the length of hospital stays and care delays.

Monoclonal Antibodies Help Prevent COVID-19 Hospitalizations

Antibodies are proteins created by certain cells in the immune system to recognize and destroy harmful microorganisms, such as bacteria or viruses. After fighting off the infection, the cells are able to remember the invaders, quickly recognize them and produce protective antibodies again. The FDA authorized emergency use of monoclonal antibodies (man-made versions of the antibody proteins made by the human body) to treat high-risk COVID-19 patients who have mild to moderate symptoms. The monoclonal antibodies stop the disease from progressing by quickly reducing the quantity of virus in the infected person’s blood and have been shown to prevent hospitalizations and emergency department visits.

The treatment is given as an infusion and is available at Froedtert Hospital and Froedtert & MCW Moorland Reserve and West Bend Health Centers.

Caring for Patients With COVID-19

Last year, more than 13,000 COVID Care Kits were distributed to patients with COVID-19. Each kit contains bilingual educational materials, a pulse oximeter, hand sanitizer, face coverings and a bottle of water.

4,611 patients were monitored remotely throughout their COVID-19 diagnosis
and 336 patients were monitored remotely after hospitalization for COVID-19
1,616 triage episodes were triggered by remote monitoring
56,132 COVID-19 testing e-visits
839 monoclonal antibody infusions to help prevent hospitalization

Respiratory Machine Effectively Treats COVID-19 Patients

One promising treatment option to save the lives of COVID-19 patients is the use of extracorporeal membrane oxygenation (ECMO) for patients with severe respiratory distress. By supporting the heart and lungs, the ECMO machine stabilizes patients to allow their body more time to fight the virus. As a Designated Gold Level Center of Excellence by the Extracorporeal Life Support Organization (ELSO) and one of the largest ECMO programs in the Midwest, the ECMO team at the Froedtert & MCW health network is uniquely experienced and positioned to help COVID-19 patients.

The ECMO machine works by inserting a plastic tube into a large vein and/or artery through the neck, chest or groin. This tube allows for the patient’s blood to flow out into an oxygenator, or artificial lung. The oxygenator adds oxygen and removes carbon dioxide from the blood before a pump sends this blood back into the patient through a separate tube at the same frequency and force of the heart.

Essentially, ECMO helps these patients by acting as their heart and lungs.

This ECMO process supports patients’ bodies and allows them extra time to overcome the COVID-19 virus.
Workforce Development

The Froedtert & the Medical College of Wisconsin health network partners with schools and other community organizations on Workforce Development to recruit, retain and develop the finest talent.

Project SEARCH Builds Job Skills in Adults With Disabilities

We partner with The Threshold Inc. and Creative Employment Opportunities to offer Project SEARCH at Froedtert Hospital and Froedtert West Bend Hospital. The internship program provides on-the-job training and skill development to adults with intellectual and developmental disabilities. The two hospitals have trained about 100 interns over the past eight years.

LAUNCH Program Unites Health Care Mentors With High School Students

Froedtert & MCW staff mentor high school students interested in health care careers through LAUNCH, an Elmbrook School District program. Last year, 59 students were mentored by 16 staff members during weekly virtual meetings. The students and mentors worked together to solve real-world problem statements, allowing the students to realize their strengths and passions and cultivate professional skills.

Medical Assistant Trainee Program Works to Solve Medical Assistant Shortage

Our health network has partnered with the Center for Healthcare Careers of Southeastern Wisconsin and Employ Milwaukee to offer the Medical Assistant Trainee Program. The program offers an accelerated 14-week learning setting, paid tuition and training and job placement for graduates. A shortage of 1,466 medical assistants is projected in southeastern Wisconsin by 2025. This training program is working to strengthen the medical assistant pipeline.

In our program’s first session

7 students passed the medical assistant certification and were promoted to medical assistants in our health system

3 students are working on the clinical portion of the program

3 students are working on the classroom portion of the program

Community Engagement intern Jai Lor helps collect healthy food and hygiene items for local food pantries during the annual Healthy Shelves Drive.
Supporting the Future of Health Care Professionals

The Froedtert & MCW health network believes in the development of future health care professionals through student placement opportunities across the enterprise. These hands-on experiences support personal and professional growth and development by strengthening clinical competency, critical thinking, collaboration, clinical judgment and leadership skills.

- **164 ancillary students** accumulated 17,916 hours
- **556 nursing students** accumulated 70,522 hours
- **53 job shadow students**
- **16,291 lives** touched through the Family Medicine Residency Program

Mock Interviews Prepare High School Students for Jobs

Froedtert in Action volunteers and the Milwaukee Bucks helped Carmen High School students prepare for future job opportunities by participating in Carmen Mock Interviews. Froedtert & MCW staff participated in more than 29 interviews over two months in spring 2021.

Community Engagement Interns Support Outreach Efforts

Last year, our Community Engagement Department hosted two interns through the Community Health Internship Program (CHIP) coordinated by the Milwaukee Area Health Education Center. The interns worked on a variety of projects that support community outreach, including resource fairs, a holiday gift drive and food and personal hygiene item drives.

- **Community outreach nurse Tierra Hoard, RN, and Community Engagement intern Jai Lor** provide education and screening outreach at United Methodist Children’s Services.
Population Health/Health Equity

The Froedtert & the Medical College of Wisconsin health network is transforming health care through Population Health management, which focuses on prevention, care coordination and targeted disease intervention, and aims to improve Health Equity in our community.

Community Health Navigators Help Individuals Access Community Resources

Community health navigators work with community members who need help accessing services, such as housing and job search assistance, transportation, education, government programs, food pantries and health care, including medical, dental, behavioral health and substance abuse services. The navigators also provide health education and screenings to help promote a healthy lifestyle. Our three community health navigators are based at Albrecht Free Clinic and Casa Guadalupe Education Center in West Bend and United Methodist Children’s Services (UMCS) in Milwaukee.

FY21 Community Health Navigator Outcomes

<table>
<thead>
<tr>
<th>Description</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total number of patients</td>
<td>1,112</td>
</tr>
<tr>
<td>Screenings conducted</td>
<td>240</td>
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<tr>
<td>Referrals to community resources</td>
<td>211</td>
</tr>
<tr>
<td>Health education provided</td>
<td>1,956</td>
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</table>

Community Hospital Locations Open in New Berlin and Pewaukee

The Froedtert & MCW health network opened two Community Hospital locations in Pewaukee and New Berlin in December 2020 — providing high-quality care in an inviting, streamlined setting.

These locations offer easy, around-the-clock access to emergency and inpatient care in a highly efficient setting, near where people live and work and are open 24/7. At approximately 18,000 square feet in size, each location has a seven-bed emergency department with eight inpatient beds for patients requiring additional care, observation and tests. The hospital locations, which also have laboratory, inpatient pharmacy and imaging services, are designed to treat medical emergencies that require attention beyond an urgent care clinic’s capability.

Community Advisory Committees with members from the local community were formed at both Community Hospital locations to facilitate, to listen and to support community, business and health care partnerships.

Our Community Hospital locations support their communities with flu clinics, health education and outreach programs, drug collections and food and hygiene drives.
A Collaborative Effort Addresses the Needs of a Dental Patient at Albrecht Free Clinic

In summer 2020, a patient came to Albrecht Free Clinic in West Bend complaining of mouth pain. During an emergency exam with the clinic’s dental provider, a cyst was discovered near a tooth that needed to be extracted. With the help of a payment voucher, the patient was sent to an oral surgeon who determined the patient needed a CT scan, and then possibly a biopsy and surgery. The patient was prescribed antibiotics for his dental infection. The CT scan was donated by Froedtert West Bend Hospital and reviewed by Gary Herdrich, MD, Albrecht Free Clinic medical director. The CT scan ultimately showed the patient needed surgery by an oral surgeon.

The patient did not have insurance and could not afford the cost of the surgery, so a call was made to the Wisconsin Association of Free and Charitable Clinics to try to find an oral surgeon who would be willing to take on this patient. A surgeon at Winnebago Oral Surgery graciously agreed to perform the surgery at no charge.

Without the collaborative effort of Albrecht Free Clinic and Froedert West Bend Hospital staff and a philanthropic oral surgeon, the patient would still be suffering with a painful, infected tooth.

Dental Program Helps Patient With Special Health Needs

The Special Smiles Program at Community Smiles Dental clinics is designed to address a gap in access to dental services for adults and children with developmental, cognitive and physical disabilities. One patient served by the program is Michael. He receives dental care every three months by clinicians who have received training to support patients’ physical, emotional and sensory needs in a special treatment room designed to deliver care in an inclusive and compassionate setting at the clinic in Menomonee Falls.

“When I go to the Community Smiles clinic with my son Michael, they don’t look at him like he has Down syndrome,” said Joanne, Michael’s mother. “They are very respectful in the way they treat him and the way they treat me. I really appreciate that. The staff is very helpful and extremely accommodating. They make you feel like you’re family.”

The Community Smiles Dental clinic in Menomonee Falls was made possible in large part by a Froedert & MCW health network $1.65 million investment. It opened in 2018 to serve low-income children, pregnant women, special needs patients and medically fragile adults without access to dental care.

Community Conversations Discuss Racism As a Public Health Crisis and Highlight Issues Impacting the Community

As part of the BUCKSfit Healthy Community Conversations series, the Froedert & MCW health network and the Milwaukee Bucks hosted a virtual conversation for community members. During the conversation, two panels discussed the current social justice movement, the impact of racism on their lives, personal and organizational leadership, social determinants of health, financial and mental health and the impact of COVID-19.

Eric Conley, president of Froedert Hospital and senior vice president of Froedtert Health, held a series of Milwaukee County community conversations with diverse audiences in partnership with other Froedtert Health senior leaders. Our executives met with leaders from the African American, Latinx, Hmong and LGBTQ+ communities, as well as leaders from the Wauwatosa community, to learn about health equity and other issues affecting each group. Eight conversations were held with a total of 180 participants.
Froedtert in Action/Corporate Social Responsibility

The Froedtert & the Medical College of Wisconsin health network integrates Corporate Social Responsibility practices and programs and volunteer opportunities through Froedtert in Action into our culture.

Funds Help Improve Community Health

The Froedtert & MCW health network supported local communities with more than $500,000 in investments in community-based organizations. In-kind support ranged from subsidized health services, community health improvement services and professional consultations.

Photo on right: Casa Guadalupe Education Center in West Bend received a Healthy Community Fund grant.

Screen-Free Week Provides Family Activities for All Ages

Our health network was a proud sponsor of the May 2021 Screen-Free Week in Washington and Ozaukee Counties. The annual event offers activities to help children and adults turn off screens and reconnect with family, friends and nature for physical and mental well-being. Throughout the week, 716 community members participated in free activities, such as a police game night, trail hike, park cleanup, roller skating and make-and-take craft kits.

(L-R) Rachel Wesenberg, public health strategist, Washington Ozaukee Public Health Department; Amylynn Hackman, Washington County community nurse educator, Advocate Aurora Health; and James Krahn, manager, Marketing Creative Services and Advertising, Froedtert Health

Safety Town Teaches Bike Safety to Children

Family Medicine Residency Program physicians participated in the Germantown Recreation Department’s Safety Town program that teaches road and pedestrian safety to preschool-aged children. Kathleen Brass, MD; Jason Kliiger, MD; and Michael Menard, MD, provided bike safety education and a bike helmet demonstration to 80 preschool children in June 2021.

Supporting Diverse Suppliers Strengthens Businesses

Supplier diversity initiatives are key components in our diversity and inclusion strategic focus. Each year, our Supplier Diversity Program sets spending goals with minority- and women-owned businesses.

In FY21, $28,956,239 was spent with diverse local, regional and national suppliers.

Froedtert in Action

Froedtert in Action, a Community Engagement initiative, gives staff members and leaders opportunities to volunteer in the community, reaffirming our health system’s commitment to give back to the diverse communities we serve.

Kara Wiesner, Erika Smith and Kara Waggoner do spring yard clean up for seniors.

Staff volunteer at the Sussex Area Outreach Services drive-thru flu clinic.

Staff fill resource bags for the Minority Health Film Festival drive-in movie and resource fair.
Holiday Gift-Giving Program Brings Joy to Local Communities

Each year, our staff brings holiday cheer to local families with our holiday gift-giving program.

Last year, generous staff:

- Adopted 194 children and raised $1,915 for the United Way Giving Tree in Milwaukee County
- Adopted 18 families in Washington County
- Donated 981 gifts in Waukesha County

Healthy Shelves Drives Collect Nearly 14,000 Items for Local Food Pantries

Our staff gives back to the community by donating nutritious food and personal hygiene items during our annual Healthy Shelves Drive.

In 2020 and 2021, generous staff donated:

- 386 items in Manitowoc County
- 5,588 items in Milwaukee County
- 1,358 items in Washington County
- 6,369 items in Waukesha County

Hospital Recycling Infrastructure Improvements Lead to Increased Recycling

To support Froedtert Health’s commitment to environmental responsibility in all facets of business, investments and improvements were made to hospital recycling infrastructure. Modeling successes at Froedtert West Bend Hospital, recent renovations at Froedtert Hospital allow for increased capture of recyclable materials thanks to the placement of new cardboard-only and single-sort recycling compactors. Further recycling rate increases are anticipated with the installation of a cardboard-only compactor at Froedtert Menomonee Falls Hospital.

Froedtert Hospital earned the Practice Greenhealth Partner for Change Award and Environmental Excellence Award for its increased recycling volumes and other sustainability initiatives. The awards were the first sustainability recognitions earned by our health network.
COVID-19 Outreach
The Froedtert & the Medical College of Wisconsin health network provides COVID-19 Outreach in communities where resources and education are needed the most.

Working to End COVID-19 With Vaccination Outreach and Support
The Froedtert & MCW health network collaborated with community partners to support COVID-19 vaccination in our community and provided outreach and education about the COVID-19 vaccine.

Vaccination Support
United Way COVID-19 vaccination clinic at the Wisconsin Center: 54 staff covered 58 shifts, providing 292 hours of service.

Progressive Community Health Centers’ COVID-19 vaccination clinics at Lisbon Avenue Health Center: 25 staff covered 198 shifts, providing 786 hours of service over 12 weeks. 1,450 vaccine doses were administered during our support of the clinic.

The Froedtert & MCW Community Engagement Department led two community-based COVID-19 vaccination clinics at Cristo Rey Jesuit High School. Vaccination services were available in English and Spanish. 205 vaccine doses were administered during the two clinics.

Outreach and Education
• Bilingual COVID-19 Q&A sessions at Journey House and Carmen Schools of Science and Technology – 567 attendees
• COVID-19 public service announcements to elevate vaccine confidence in diverse communities
• Outreach and education to community partners, schools and childcare providers about vaccine availability

Community Care-A-Van Continues to Serve Milwaukee Communities During the COVID-19 Pandemic
Last year, the Community Care-A-Van focused on providing services to prevent the spread of COVID-19. Community outreach nurse Tierra Hoard created kits that include a disposable mask, cloth mask with cleaning instructions and hand sanitizer to give out in the community. She also made sure safety measures were followed during Care-A-Van visits, including social distancing, PPE and hand sanitizer use and temperature checks.

Sponsored by the Froedtert & the Medical College of Wisconsin health network and the Milwaukee Bucks, the Community Care-A-Van is a Community Engagement initiative designed to bring health care resources and services to Milwaukee residents in their community. The Community Care-A-Van is not a mobile clinic and does not serve as a medical home.

FY21 Community Care-A-Van Outcomes
1,799 individuals served
138 health screenings
110 flu shots given
1,177 masks distributed
681 mask kits distributed

Minority Health Film Festival Kicks Off With Drive-In Movie and Resource Fair
The 2020 Minority Health Film Festival showcased more than 50 films and 20 virtual discussions and panels during September 2020. The virtual festival kicked off with a drive-in movie and resource fair to reach out to the community with health and wellness information and safely provide a fun night out. About 125 people attended the kick-off event held in the former Bradley Center parking lot.

Staff Meals-to-Go Program Supports Minority-Owned and Women-Owned Businesses
Meals-to-Go, a take-home meal program that allowed hospital-based staff to take home meals from restaurants at cost, was a convenience available to staff during the COVID-19 pandemic. These weekly meals importantly supported local restaurants, including minority- and women-owned businesses. Meal vendors included Funky Fresh, Antigua’s Latin Inspired Kitchen, Barbiere’s Italian Inn, Delectables by Donna and Cousin’s Subs.
Behavioral Health/Substance Abuse

The Froedtert & the Medical College of Wisconsin health network is committed to Behavioral Health and Substance Use interventions and treatments that truly make a difference in the health of our community.

New Behavioral Health Clinic Serves Milwaukee's South-Side Community

The Froedtert & MCW health network made a substantial investment in behavioral health services last year with a $3.7 million donation to Sixteenth Street Community Health Centers for its behavioral health program at National Avenue Clinic. Behavioral health services and access continue to be a growing health care gap in the community and the region. The new National Avenue Clinic opened in February 2021. It offers behavioral health; substance use disorder services; and Comprehensive Community Services (CCS), an integrated behavioral health program for adults with severe mental illness and/or substance use disorders. The community can access a coordinated, comprehensive, community-based array of recovery-focused services, treatment and psychosocial rehabilitation services. With a focus on prevention and early intervention, National Avenue Clinic will increase access to much-needed services for families on the south side of Milwaukee.

National Prescription Drug Take Back Days Keep Our Community Safe and Healthy

Froedtert Menomonee Falls Hospital and Froedtert & MCW Moorland Reserve Health Center have partnered with the Menomonee Falls and New Berlin police departments to host on-site drug collections for the past 13 years. Expired or unused medications are collected for safe disposal, and sealed and nonexpired medications are accepted through our Drug Repository Program to repurpose to individuals with cancer or chronic disease who are uninsured or underinsured.

2020 and 2021 Drug Collections

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<td>1,103</td>
<td>2,207</td>
</tr>
<tr>
<td>2021</td>
<td></td>
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Sexual Assault Victims Helped With Specialized Program

The Sexual Assault Nurse Examiner (SANE) program is available at all Froedtert & MCW Emergency Departments. The program includes a nurse with special training in helping survivors of sexual assault, as well as a team of trained caregivers that provide medical assessment and treatment, emotional support and counseling, and education and resource information.

FY21 SANE Program Cases

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<tr>
<th>Facility</th>
<th>Cases</th>
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<tbody>
<tr>
<td>Froedtert Hospital</td>
<td>63</td>
</tr>
<tr>
<td>Froedtert Menomonee Falls Hospital</td>
<td>11</td>
</tr>
<tr>
<td>Froedtert West Bend Hospital</td>
<td>29</td>
</tr>
<tr>
<td>Froedtert Community Hospital locations</td>
<td>21</td>
</tr>
<tr>
<td>Total</td>
<td>124</td>
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Patient With Alcohol Addiction Helped at Community Outreach Health Clinic

A 64-year-old patient struggling with alcohol addiction was referred to the Community Outreach Health Clinic (COHC) at Froedtert Menomonee Falls Hospital after an admission to the hospital for pancreatitis due to his drinking. Every two to three weeks, the patient comes to the COHC for diabetes management and counseling for his addiction and depression.

When he started receiving treatment at the COHC, he was experiencing depression and grief due to the loss of his wife, which caused his drinking to escalate. Our counselor used psychological tools and education to help him with his addiction and depression, and he has decreased his alcohol consumption by using those tools and education. His diabetes is also under control with the diabetic management and education he has received, as well as the positive changes he has made in his life.

The patient had tried addiction counseling in the past, but it did not work for him. He is grateful for the help from the COHC. “The staff at the COHC have been so helpful,” he said. “I’m glad the hospital has a clinic for patients like me.”
Honors and Recognition

Froedtert & the Medical College of Wisconsin hospitals, physicians and medical programs are recognized regularly through national and local awards. These awards confirm our commitment to world-class care and are a tribute to our dedicated doctors, nurses and staff.

- For regional rankings, Froedtert Hospital ranks No. 1 in the Milwaukee Metro area and ranks as the No. 2 hospital in Wisconsin in U.S. News & World Report’s 2021-22 Best Hospitals rankings. Froedtert Hospital is recognized by U.S. News & World Report for receiving top 50 rankings in three specialties: #43 in Ear, Nose and Throat; #50 in Diabetes and Endocrinology and #44 (tie) in Rehabilitation (new specialty in 2021-22). Froedtert Hospital is recognized as High Performing in several adult specialties – Gastroenterology and Gastrointestinal Surgery, Pulmonology and Lung Surgery, Orthopaedics and Urology. Froedtert Menomonee Falls Hospital is recognized by U.S. News & World Report as High Performing in Pulmonology and Lung Surgery.

- Froedtert Hospital achieved its fourth Magnet designation for excellence in nursing services by the American Nurses Credentialing Center’s (ANCC) Magnet Recognition Program® in 2021. The Magnet Recognition Program recognizes health care organizations that demonstrate excellence in nursing practice and quality patient care. Organizations with this prestigious outcomes-driven credential demonstrate improved patient outcomes, nurse satisfaction and retention and reduced costs. Magnet recognition is the gold standard for nursing care delivery, new nursing knowledge (research) and evidence-based clinical quality in health care organizations around the world.

- The Froedtert & MCW Cancer Network is a recipient of Press Ganey’s 2021 Guardian of Excellence Award® for the Medical Practice setting. Press Ganey, a national company measuring health care organization performance, honors organizations that have achieved the 95th percentile or above for patient experience. This marks the fourth consecutive year the Cancer Network has been recognized with this honor. The award is based on responses from cancer patients who were surveyed on a variety of factors describing their treatment experience with the Froedtert & MCW Cancer Network. The Froedtert & MCW Cancer Network has sustained excellence in patient experience, ranking in the top 5% of all Press Ganey clients for each reporting period during the course of one year. In addition, close to 93% of patients would recommend the Froedtert & MCW Cancer Network to family and friends.

- IBM Watson Health and Fortune have recognized Froedtert Hospital as one of the 50 Top Cardiovascular Hospitals in the U.S. This year’s study included 951 U.S. hospitals with cardiovascular service lines. Compared to similar cardiovascular hospitals, this year’s winning hospitals had better results on indicators intended to measure clinical outcomes, operational efficiency, financial performance and patient experience. Based on the methodology used by Watson Health, the study concludes that if all United States hospitals’ cardiovascular service lines performed at the level of these study winners, some 6,400 additional lives and roughly $1.4 billion could be saved, and 5,000 additional bypass and angioplasty patients could be free of complication.

- Froedtert Health was named a Best Place to Work for Disability Inclusion, earning a top score on the 2021 Disability Index for outstanding commitment to disability and inclusion practices. The DEI assessment measures an organization’s culture and leadership, accessibility, employment practices (including benefits, education and accommodations), community engagement and supplier diversity. After the COVID-19 pandemic, the 2021 assessment added questions about innovative technology to advance digital and remote accessibility, mental wellness benefits and flexible work options. Froedtert Health collaborates with community organizations to identify opportunities for people with different abilities, perspectives and experiences, and strives to provide the tools they need to grow and succeed.

- Froedtert Hospital is among “America’s 100 Best Hospitals™” according to a list released by Healthgrades. This recognition places our hospital among the top 2% of hospitals nationally for exhibiting clinical excellence year over year.

- The Froedtert & MCW health network has earned a 2021 Diversity Impact Award from the Association of ERGs and Councils. The Top 10 Diversity Action Award recognized the Froedtert & MCW Diversity Council’s Rapid Response to the Triple Crisis (pandemic, economic and community unrest).

- The Human Rights Campaign Foundation recognized Froedtert Hospital, Froedtert Menomonee Falls Hospital and Froedtert West Bend Hospital as “Top Performers in LGBTQ Healthcare Equality” for protecting our LGBTQ patients and employees from discrimination, ensuring equal visitation for LGBTQ people and providing staff training in LGBTQ patient-centered care.

Report to the Community

What is possible.